

## **Dual Party Relay Service (DPRS) Assessment Frequently Asked Questions**

### **Payments and Due Dates**

#### **Q1. How long do I have to make my quarterly payment?**

A1. All payments must be made by the last day of the month following the end of the previous quarter, as follows:

- First Quarter (July, August, September): Due October 31
- Second Quarter (October, November, December): Due January 31
- Third Quarter (January, February, March): Due April 30
- Fourth Quarter (April, May, June): Due July 31

The due date is extended to the next business day when falling on a weekend or state holiday.

### **Filing and Registering**

#### **Q2. Why do I need a company number?**

A2. The company number is necessary for IUB staff to be able to ensure accuracy of the reporting and verify collection of payment.

#### **Q3. How do I find my company number?**

A3. If you don't know your four-digit company number, you can complete a Company Search on the IUB's electronic filing system (EFS) to [find your company number](#).

Note: To search for part of a name, use the percent sign (%) as a wild card. Not all fields are required to be completed.

#### **Q4. My company is not listed in EFS. What do I do?**

A4. Call IUB customer service staff at 515.725.7300 or email [ITsupport@iub.iowa.gov](mailto:ITsupport@iub.iowa.gov) to request a company number.

#### **Q5. Is getting a company number the same as registering as a telecommunications provider?**

A5. No, obtaining a company number is required for the DPRS assessment process, but [Iowa Code 476.95A](#) and IUB administrative rules at [199 IAC 22.8](#) require a separate registration.

**Q6. We are both an ILEC and CLEC; when I search for our company ID/number it shows us as a CLEC with 0001 as our company ID. Can I report both the ILEC and CLEC numbers together or do they need to be reported separately?**

A6. As long as both counts are for the same company that has one company number, you may submit both counts on one form. If the reporting is for two separate companies – one for ILEC and one for CLEC – submit separate forms and associated payments.

**Q7. I want to file for both wire-line and wireless lines; can I do both on the same form?**

A7. As long as both counts are for the same company that has one company number, you may submit both counts on one form. If the reporting is for two separate companies – one for wireless and one for wire-line – submit separate forms and associated payments.

### **Reporting**

**Q8. Am I required to submit a report?**

A8. Yes. Iowa Code chapter 477C requires an assessment from all wireless carriers and wire-line local exchange carriers providing telecommunications service in the state.

**Q9. Are there a minimum number of lines for which I am not required to submit a quarterly report or pay the assessment?**

A9. No, there is no de minimis exception. All wireless carriers and wire-line local exchange carriers providing telecommunications service in the state are required to pay three cents (\$0.03) per month for each telecommunications service phone number provided in Iowa, regardless of the number of lines.

**Q10. How do I determine what type of phone lines must be reported, and are there any phone lines that would be excluded such as those belonging to snowbirds?**

A10. Pursuant to an IUB order issued July 3, 2018, in Docket No. RMU-2016-0025, a “telecommunications service phone number” is defined as a revenue-producing phone number. It does not matter whether the line is used for a part of the year or a part of the month. If the line is revenue-producing during the month, it is to be counted.

**Q11. Does the assessment apply to VoIP, cellular and multi-phone lines for customers in the state of Iowa?**

A11. Iowa Code 477C has required a DPRS assessment from “all telecommunications carriers” providing service in Iowa for many years. While the assessment method changed in 2018, it did not change the underlying requirement. In addition, this same legislation amended language in Iowa Code chapter 476 and specifically under subsection 95, which confirms that the IUB has the authority to assess VoIP service for DPRS assessments. Assuming your company fits the definition provided in Iowa Code 477C, your company should be completing the DPRS quarterly reporting and assessment form and making the assessment payments.

### **Payment Process**

**Q12. What type of payment(s) is accepted?**

A12. Payments must be made by ACH debit or credit/debit cards (American Express, Discover, MasterCard, and Visa only). US Bank assesses fees of \$0.29 for ACH debit and 2.5% for credit/debit transactions.

If you are making payment by ACH debit and your company has a debit block on its bank account, it is **CRITICAL** that you notify your financial institution to provide the IUB's ACH company identification numbers of 426004579Q and 426004579R in order to bypass the block and debit your account. Once you have notified your financial institution, please wait two business days before completing payment.

**Q13. Are we required to fill out the Quarterly Assessment Form online, or can we fill out the old paper form?**

A13. All companies are required to complete and submit the online (electronic) reporting and assessment form. In the past, wire-line telecommunications providers have been invoiced by the IUB for amounts owed. Under the current reporting and payment method, wire-line companies are not invoiced.

**Q14. Can I pay with a check?**

A14. No, you must complete the new online form and follow the instructions to submit payment electronically. All providers, both wire-line and wireless, are expected to submit timely quarterly reports, which includes making payments by using the new online form. Please contact IUB Customer Service at 515.725.7300 if you are unable to make payments electronically.

**Q15. Will you be accepting ACH Credit payments?**

A15. No. An ACH credit initiated by the utility to the IUB's financial institution is not a payment option. Payments may only be made through the link in the email from the IUB.

**Q16. How do I know if my quarterly assessment form was submitted to IUB?**

A16. You will receive an email confirmation to the email address entered on the assessment form.

**Q17. How do I know if my quarterly assessment payment went through?**

A17. You will receive a payment confirmation email from US Bank to the email address entered on the form.

**General**

**Q18. Are the line counts that I submit held confidentially by the Iowa Utilities Board?**

A18. Yes, the IUB made a determination that the counts will be held confidentially.

**Troubleshooting**

**Q19. I submitted a form and realized I made a mistake; what do I do?**

A19. Please send a message to [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov) with the following information:

First and Last Name  
Company and Company Number  
Email Address  
Explanation of the issue

**Q20. I think I paid; did my payment go through?**

A20. You should receive a payment confirmation email from US Bank. If you are still uncertain, send a message to [iub.billings@iub.iowa.gov](mailto:iub.billings@iub.iowa.gov). Be sure to include the following information:

First and Last Name  
Company and Company Number  
Email Address  
Explanation of the issue

**Q21. I tried to access the reporting link through the email I received, but I can't use the form.**

A21. Accessing the form in any way other than directly from the IUB website will not work. You can access the form under the "Quick Links" column on the right side of the IUB website home page.

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